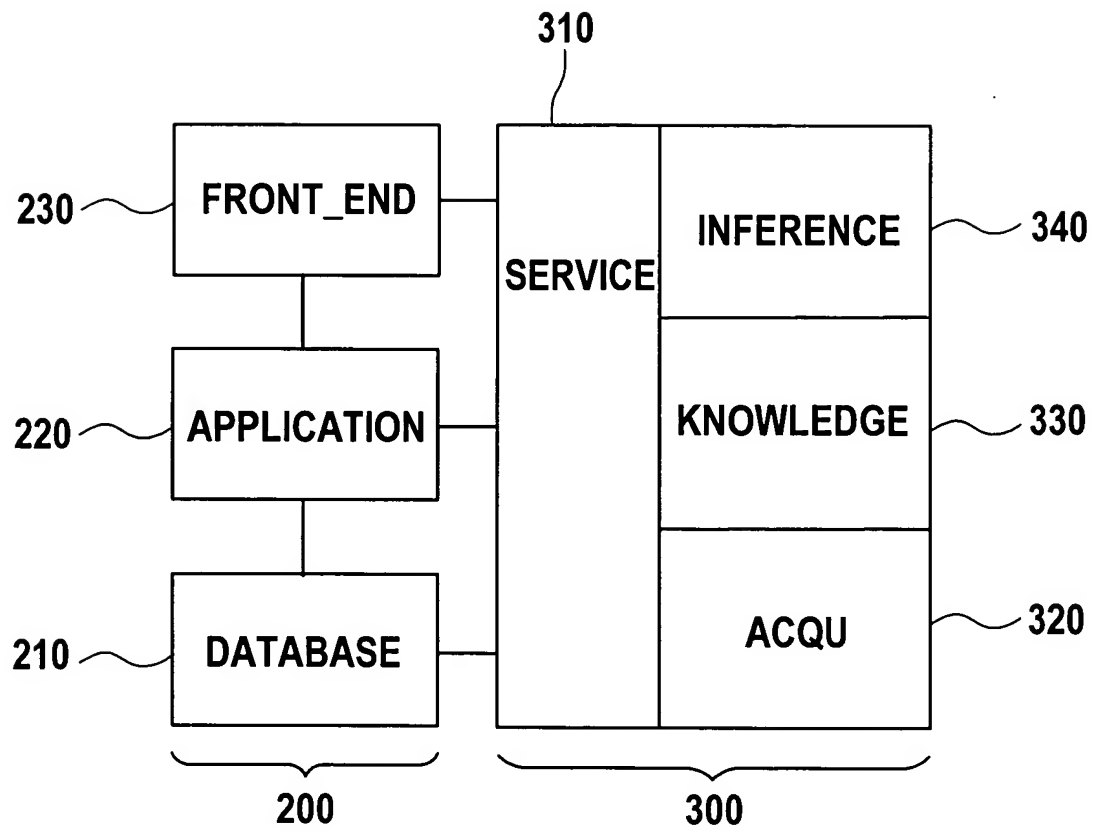


FIG. 1



COMPUTER SYSTEM 200/300

FIG. 2

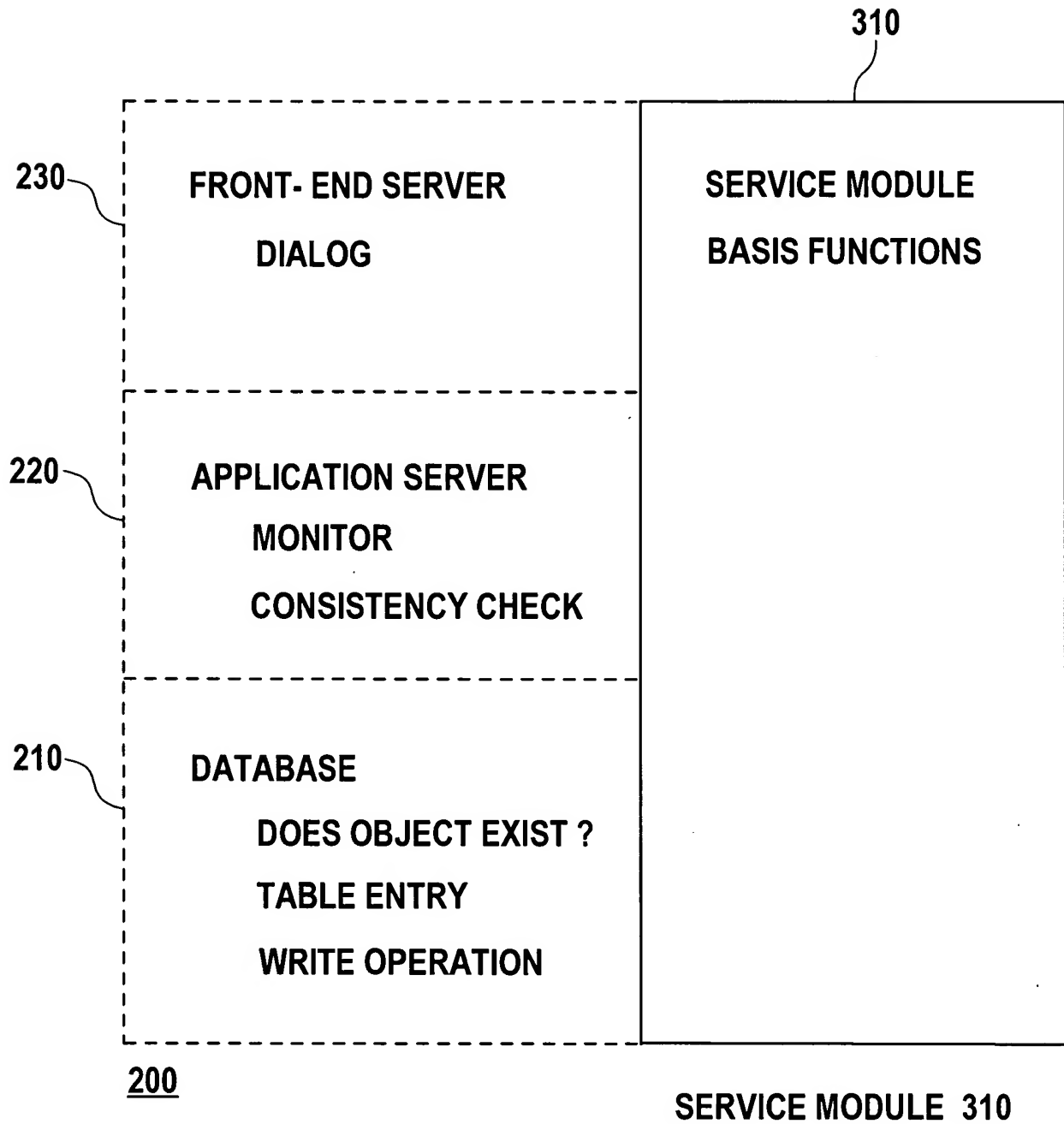


FIG. 3

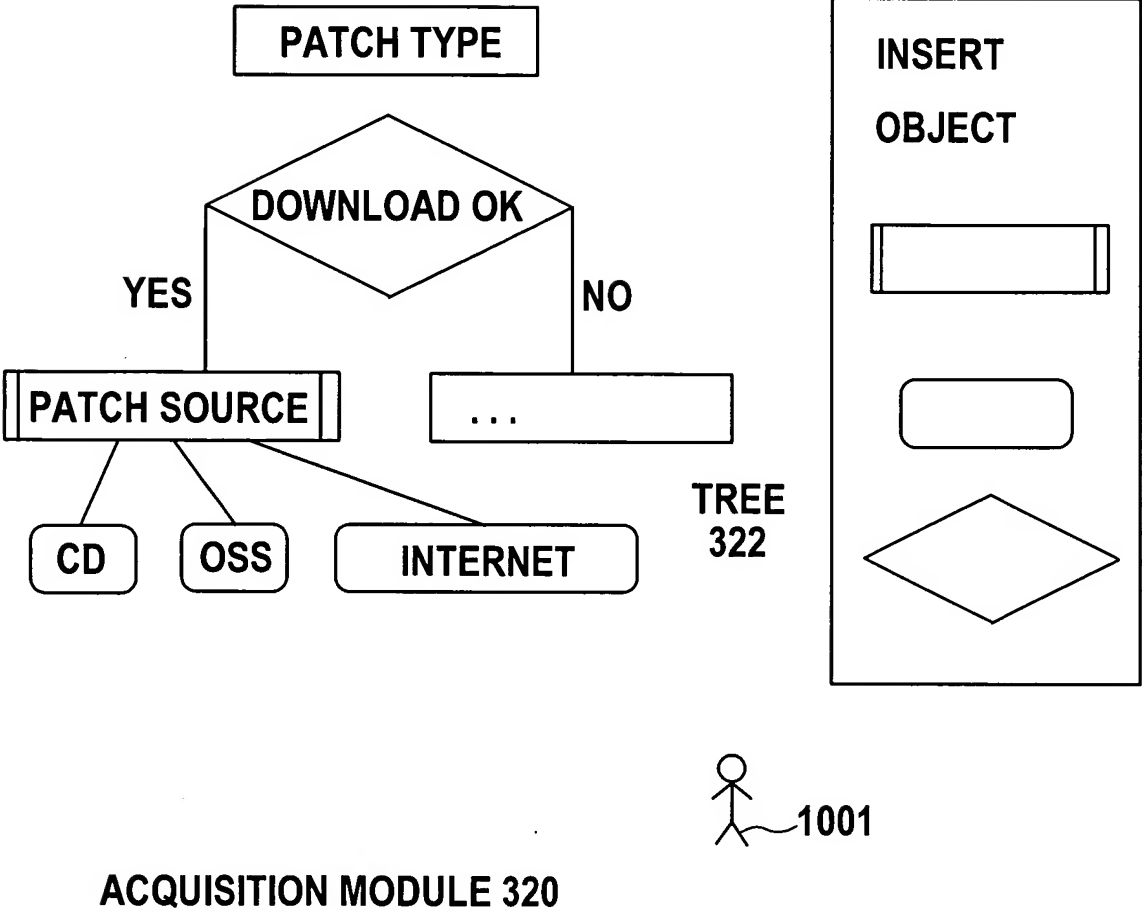


FIG. 4

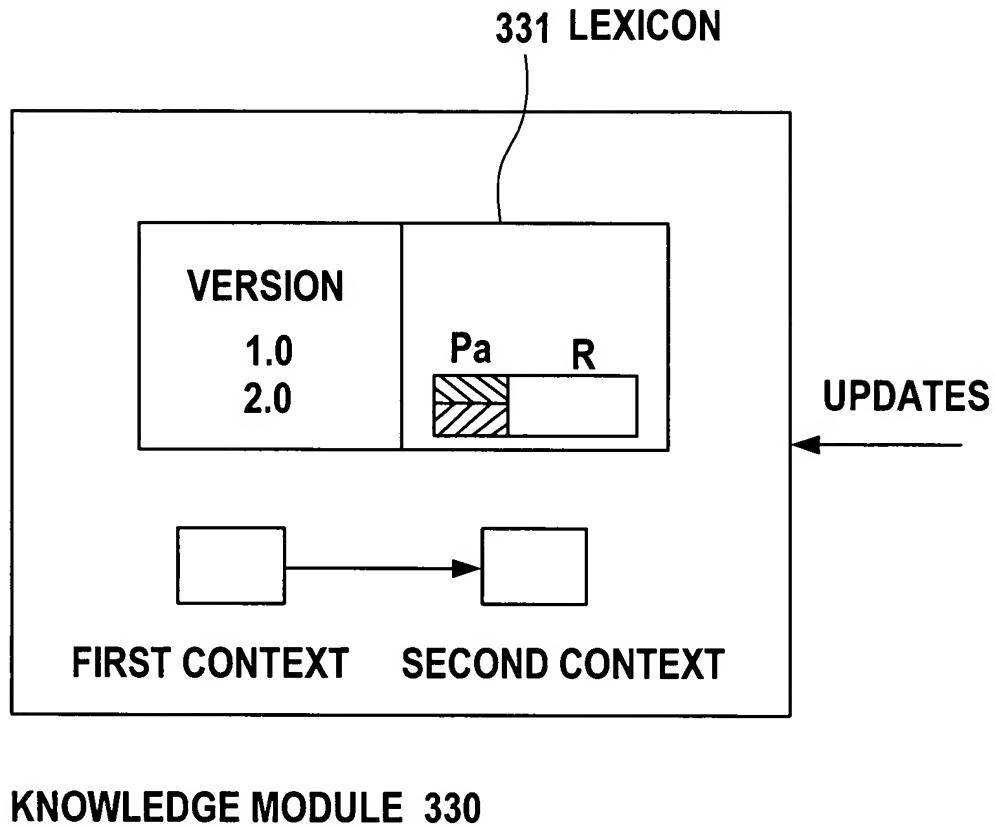


FIG. 5

SOLUTION IDENTIFIER

SET OF ADVICES

R TO APPLY

R1, R2, R3

R1, R21, R21, R31, R32

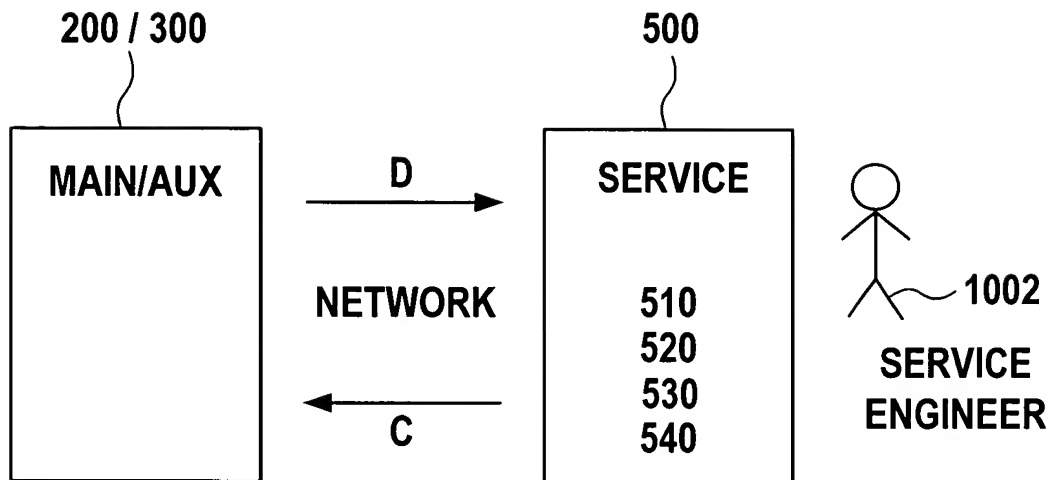
IF THEN

Q1, Q2, Q3 RESERVOIR

LANGUAGE ANALYZER

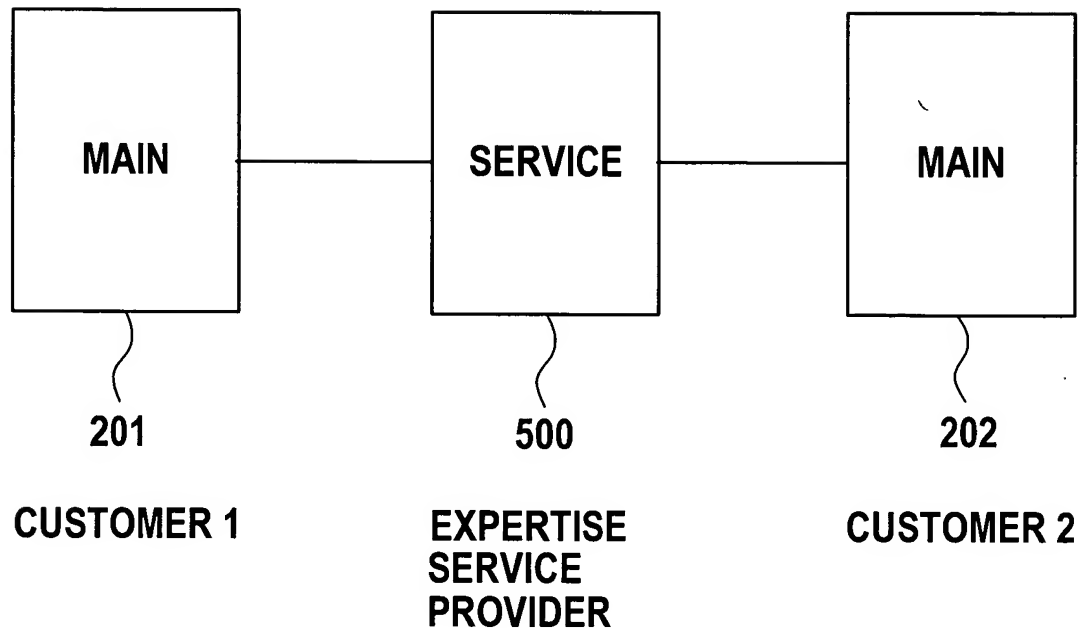
INFERENCE MODULE 340

FIG. 6



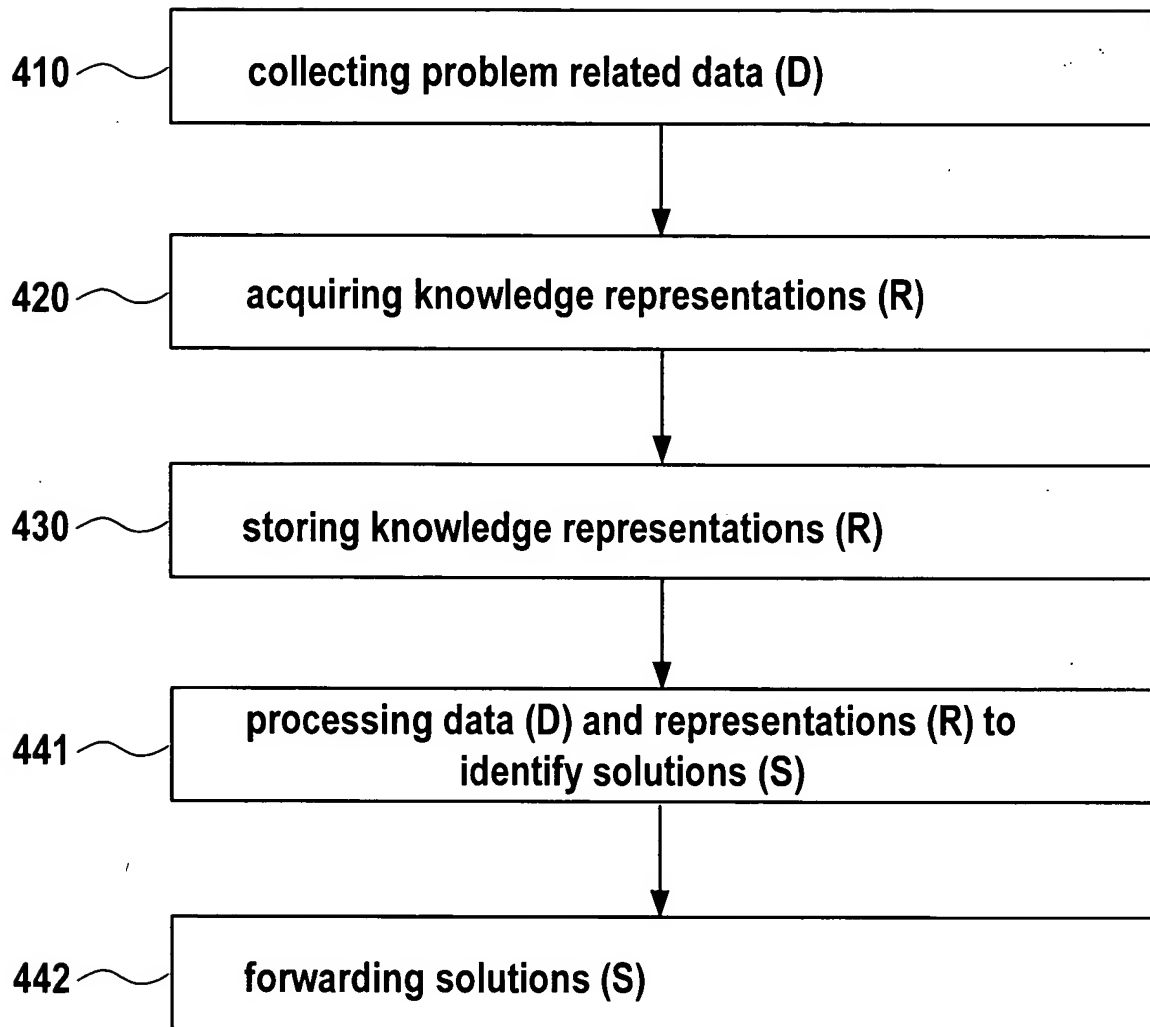
FIRST DISTRIBUTED SYSTEM LANDSCAPE

FIG. 7



SECOND DISTRIBUTED SYSTEM LANDSCAPE

FIG. 8



400

FIG. 9

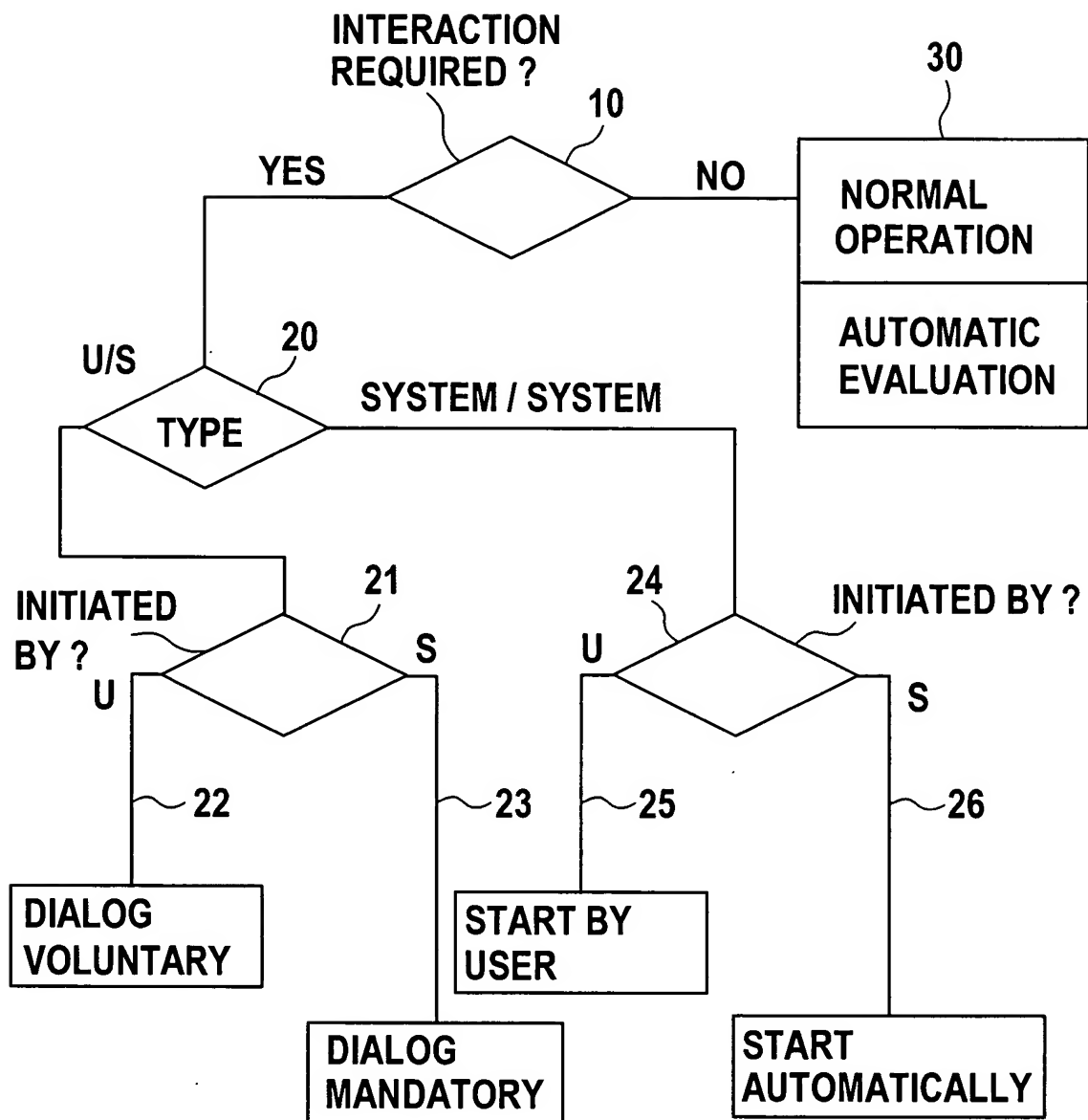
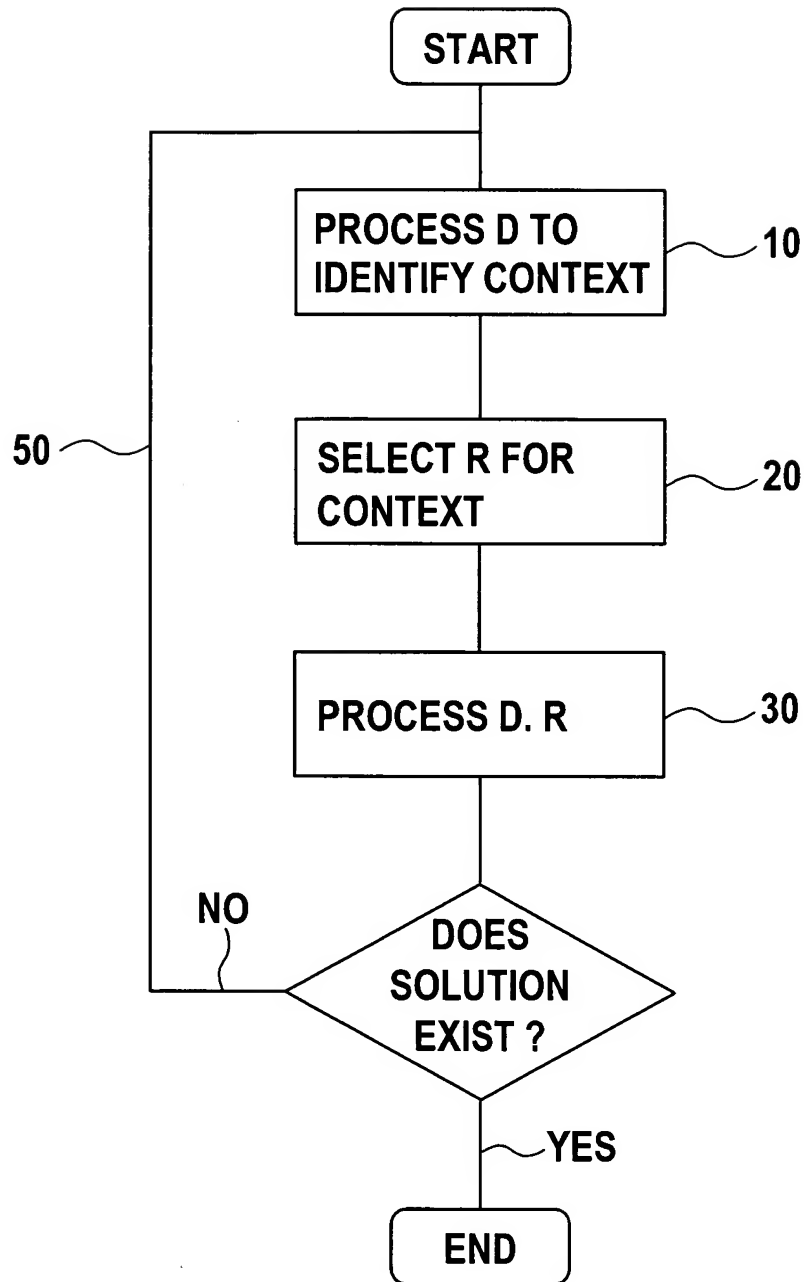


FIG. 10

**FIG. 11**

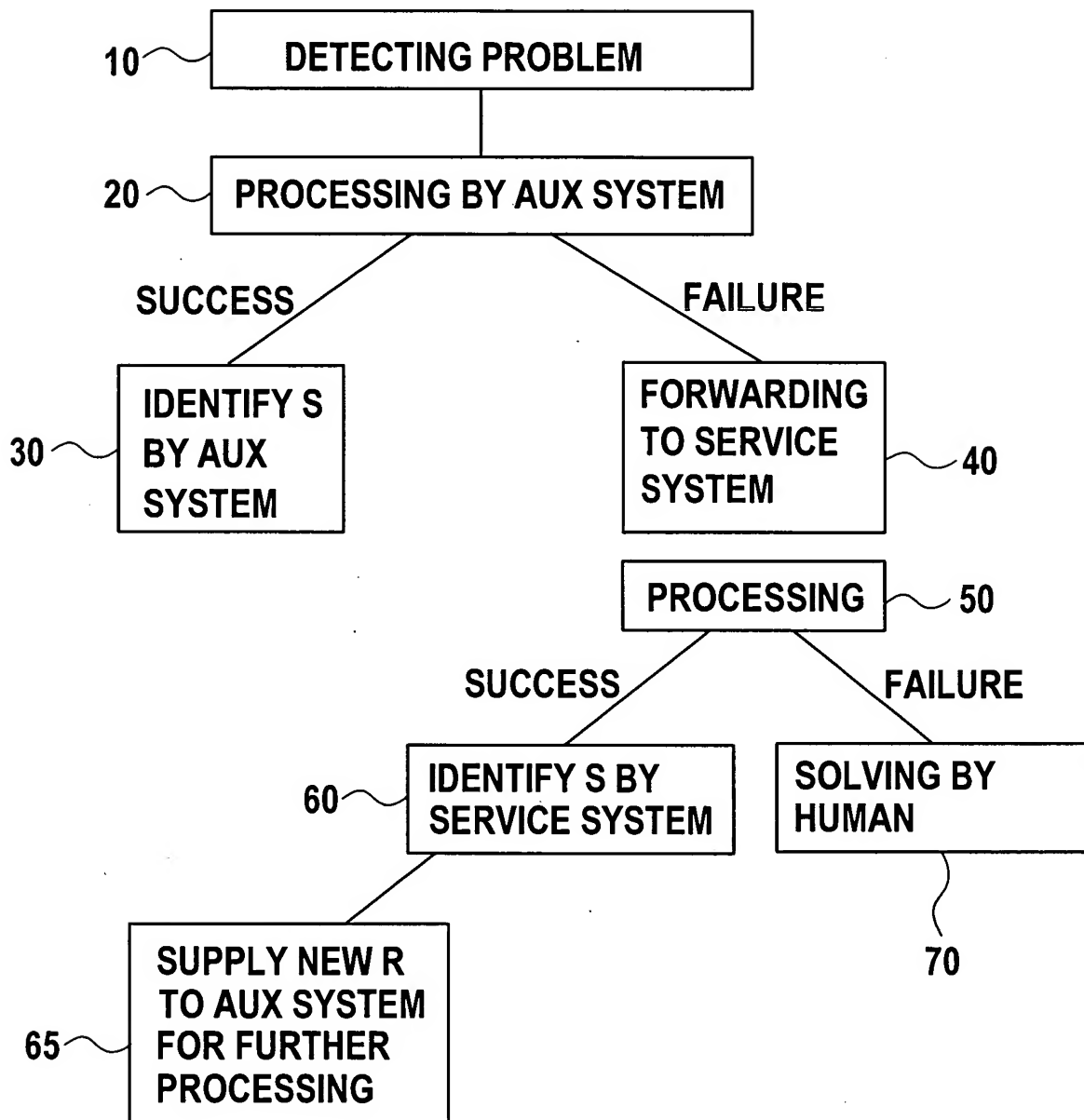


FIG. 12

MAIN SYSTEM 200 REPORTS P	USER 1000 INITIATES DIAGNOSIS MAIN SYSTEM 200 REPORTS P
AUX SYSTEM 300 COLLECTS D	AUX SYSTEM 300 PROCESSES D BUT DOES NOT IDENTIFY S
AUX SYSTEM DETECTS PROBLEM ENVIRONMENT AND ENHANCES D	USER / EXPERT DETECT PROBLEM ENVIRONMENT
PROCESSING D, R PROBLEM ANALYSIS	
SOLUTION S	ENHANCED D
	FORWARDING TO SERVICE SYSTEM 500

FIG. 13

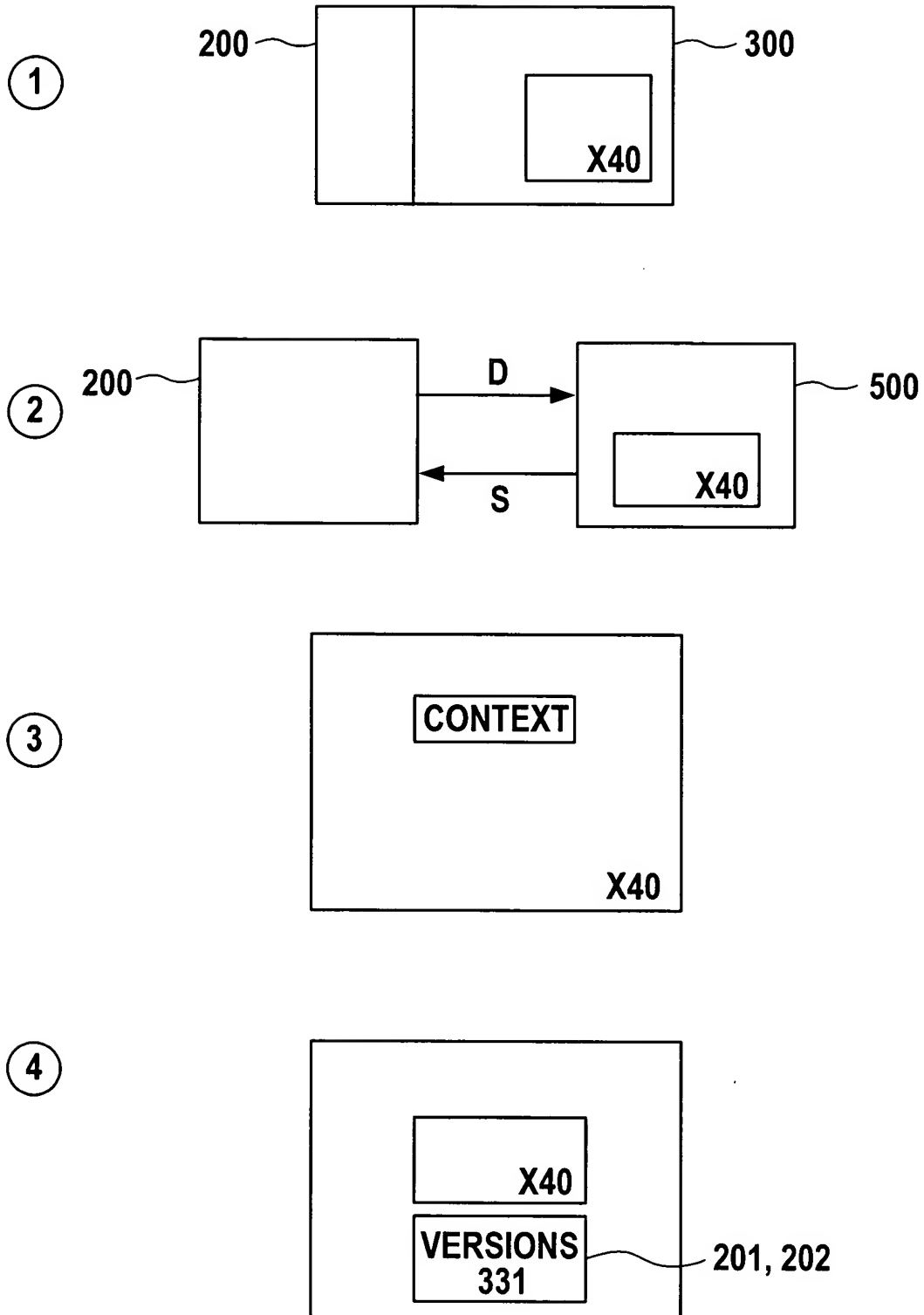


FIG. 14

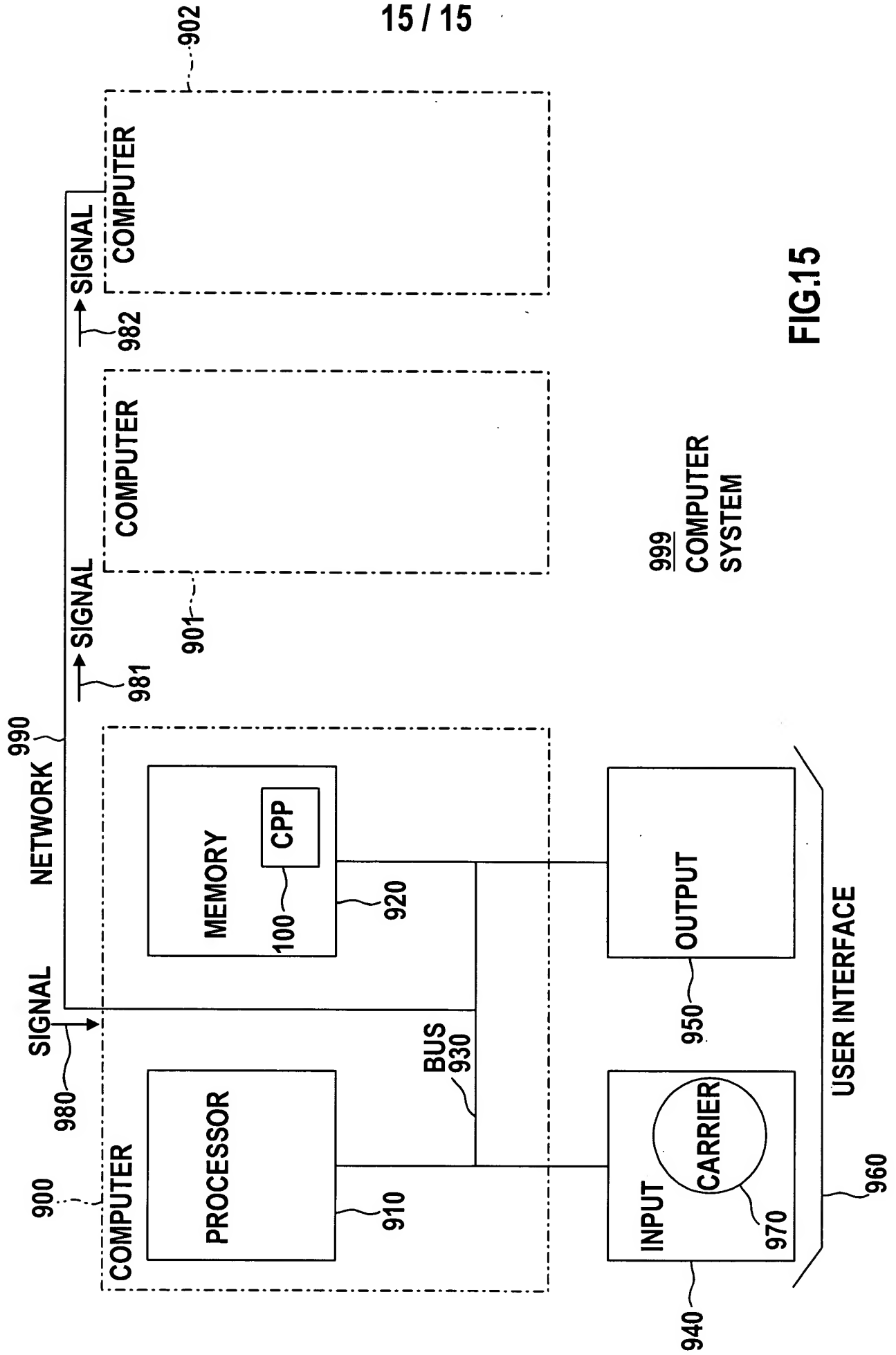


FIG.15